Customer care is your passion!

chembid is a globally operating digital market intelligence platform and the world's largest search engine specialized in chemicals. We offer intelligent SaaS solutions and digital services to companies in the international chemical industry and buyers of chemicals. Join our team and bring your skills and talent to chembid!

At the earliest date possible we are looking for a

CUSTOMER SUCCESS MANAGER (m/f/d)

full-time at our headquarters in Oldenburg (Oldb), Lower Saxony, Germany

The offer

» You will be in direct contact with our customers every day, and you will ensure a positive customer experience.
» Building both reference and long-term regular customers and support them in all questions regarding our SaaS solution.
» You will recognize potentials in cross- and up-selling independently and develop it.
» The administration of old and new customer profiles will also be in your hands.
» You will run demos, training courses and webinars.
» Support our sales team and contribute to the targeted acquisition of new customers.

Your profile

» You are enthusiastic about digital topics and have a solid technical understanding.
» You bring extensive knowledge and a lot of experience in Customer Success Management. Ideally, you have already worked in Customer Success Management of a SaaS company.
» Customer service is your top priority, and you look forward to advising customers from all over the world.
» You have a positive and open manner that captivates existing and new customers alike. This also includes a confident appearance, whether by telephone, on site or in webinars.
» Business-fluent in German and English

Awesome Benefits!

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Interested?

Send your outstanding application to jobs@chembid.com. Please let us also know your salary expectations and the earliest entry date. We are looking forward to your application. Maybe we will get to know each other soon in a personal interview!

Apply now and become part of the team!

www.chembid.com/careers

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